

NORTH WEST BODYSHOP SUPPLIERS

**INDEPENDENT PROMOTOR OF
MAIN DEALER PARTS, SERVICES & EQUIPMENT**

The newsletter supporting bodyshops!

MY TOP FIVE RECRUITMENT TIPS:

[Page 24](#)

I'm an automotive recruiter with over 8 years' experience within the accident repair and dealership world!

THEY ARE STEALING YOUR PROFITS AND YOU ARE LETTING THEM:

[Page 7](#)

You have given them your profit on your labour, then your paint, then your parts discounts, and now they want you to use second hand parts to save them money.

GOOGLE REVIEWS ARE CRUCIAL FOR BUSINESSES FOR SEVERAL REASONS:

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Google reviews directly impact a business's online reputation. Positive reviews can enhance the perception of a business's quality, reliability, and customer service.

NORTH WEST BODYSHOP SUPPLIERS

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Edition 3 NWBS News

Welcome to the Third Edition of the NWBS newsletter, What a summer we are having eh! Seems like the weather is good for Bodyshop business though as everyone is very busy and I am sure this will continue as we push through to the end of 2023, Looking at the viewing figures it seems like you are all enjoying the read which is encouraging. I would like to thank all the companies who advertise in the newsletter and all the NWBS partners who I work with on a daily basis. Inside this edition you will see some excellent articles from various people including ECA, Tim Kelly, Kirsty Mellon Recruitment, School of Thought and OEC along with lots of information about Manufacturer Write off Avoidance programmes. If you contact any companies that you see in the Newsletter please mention NWBS. You will also see three Bodyshop Spotlights in this edition, if you are a bodyshop and want to feature in the Newsletter just let me know (it is Free for a Bodyshop Spotlight)

Thanks to all the Bodyshops for all the leads that you give me on a daily basis whether it be when I visit or via the phone/email or WhatsApp.

If you would like to advertise in the next edition please get in touch.

Have a great end to August and September and enjoy any holidays and family time you have.



A close-up photograph of the front left side of a white SUV. The image shows the headlight, fog light, front wheel with a silver alloy rim, and the front door. The background consists of green foliage.

**Now accepting
advertising for the
OCTOBER/NOVEMBER
edition!**

Contact Neil on: 07917 868203

***NORTH WEST
BODYSHOP SUPPLIERS***

NWBS – NEIL BUCKLEY? WHAT MAKES HIM STAND OUT FROM THE CROWD?



I am a dedicated sales professional with a passion for helping and supporting my customers. My commitment to excellence is demonstrated by my drive to succeed, which has enabled me to specialise in helping main dealers and other partners sell parts and their products and services to the motor trade.

MY EXPERTISE

My expertise in this area makes me a valuable asset to any team or organisation that values customer service and sales success. My customers can trust that I will go above and beyond to meet their needs and ensure their satisfaction. Overall, I am an exceptional professional who is committed to making a positive impact in the Motor Trade industry. Contact me on 07917 868203.

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NWBS = YOUR ONE STOP SHOP

Equipment
Suppliers

Main
Dealers



Products &
Services

Bodyshops
Specialists

NORTHWEST BODYSHOP SUPPLIERS LTD

Name: Neil Buckley

Company: Northwest Bodyshop Suppliers Ltd

Franchises: I cater for all franchises

How many Years in the Trade: 36 Years

Favourite Food: Rib Eye & Chips

Favourite Drink: Becks/German Lager

Favourite Team: Oldham Athletic

Biggest Challenge in your Business at the moment!

Getting bodyshops who don't know me to understand I can help there business grow.

ent
Shop





Take it from **Green Cross Man**



IT'S A CON!!!!

Stop Giving your profit to insurer's!!!

It makes me cross when they call them Green!!! They are second hand!!! They are stealing your profit.

You have given them your profit on your labour, then your paint, then your parts discounts, and now they want you to use second hand parts to save them money.

THEY ARE STEALING YOUR PROFITS!!!! AND YOU ARE LETTING THEM!!! when I say "THEY" I mean insurers. The decidedly underhand way that is being used to "CON" everyone into thinking second hand parts are "GREEN" And good for the environment. But are they?

<https://www.gov.uk/government/publications/green-claims-code-making-environmental-claims/green-claims-and-your-business>

Article by Tim Kelly





The government provides clear direction on whether something is “Green” or not.

If insurers truly wanted to be “Green” then they would be repairing vehicles up to their full market value, rather than trying to constructively total loss them. In fact, to be truly “environmental” we should be repairing everything rather than buying a completely new product. I am aware of “some” insurers advising vehicles are total losses at 50% of the market value due to “greater returns on the salvage”. Which is no surprise, as they are not total losses and are worth more. But what about the customer in this? They might want their vehicle repaired. There is the argument that a manufacturer will now have to produce a whole new car to replace the one that is now lost. What is better for environment? Manufacturing a whole car? Or the parts to repair the damaged car?

What is also happening is that the used car market is shrinking as volume is reduced, increasing used car values as a result. This then increases salvage demand, which I will get back to in a second.

That is the first part of the “Green con”.

I am not against using second hand parts, I am against them being used by insurers as part of an insurance claim.

Why you may ask? The contract of insurance contrary to what anyone may say, is NOT about repairing vehicles. It is a financial product that provides “indemnity” for the “financial loss” that occurred at the point of the incident.

In law, this is “the diminished value of the chattel”. Which to you or me is “the cost of repairing your vehicle”. (That can be with whom ever you wish to repair) or the “market value of the vehicle” if a total loss.

When an insurer provides a premium, it bases the premium on the Thatcham group rating of the vehicle. Part of the calculations for the group rating is cost and repair viability for certain types of damage using new parts. It is clear if the parts were cheaper (using second hand parts for example) it can be argued the group rating would be lower, and as result the premium cheaper. To take a “Full” premium but want to fit second hand parts is a “CON”.

Insurers at this point will try and point out about parts shortages, and they “care” about the customer, and don’t want them to wait months to get their cars repaired. A Fair point.

If insurers want to use second hand parts and call themselves “green” then there is no reason why they cannot refer to their own terms and conditions on lack of availability and provide a “cash in lieu” settlement on these specific parts, the consumer source themselves from the same sources as the insurer, and the repairer still repair the car. The consumer might end up with some spare cash.

Insurers won’t do this, because they do not want consumers to have the cash because they want it. Make savings, keep the shareholders happy.

Getting back to the salvage? We have now seen an increased amount of “salvaged” vehicles being “repaired” (and I use that term very very loosely) and then sold via car traders to innocent members of the public due to the increase in demand for second hand cars. But where are the parts coming from to repair these vehicles that the insurer could not source the parts for???? It is no longer “anecdotal evidence” but “Fact” that more and more vehicles are being stolen for their parts.

Insurer’s creating a greater loss to other insurers via another claim...and potentially for that customer to go and buy another new car! That is not “Green” or “good for the environment”.

MAXIMISE REPAIRS WITH MINIMUM LOSS.

BMW GROUP BORDERLINE REPAIR PROGRAMME.



Total losses have risen dramatically in recent years, but help is at hand. BMW Group Borderline is designed to help VAT-registered bodyshops repair BMW and MINI vehicles that would otherwise be declared a total loss, helping you keep repair volumes and revenue steady.

If your damage assessment estimates the repair costs marginally above the maximum write off threshold allowed by the insurer, you may apply to BMW Group for an additional discount on parts to make the repair viable.

If the application is accepted, a dedicated agent will handle your claim from start to finish. Start maximising repairs today with BMW Groups's total loss reduction scheme.

To find out more or opt in, call 01484 318571

or email application@bmwborderline.co.uk.

Additionally, you can network your repair estimate through to Audatex using the code BMWBORD or MINIBORD

**BMW
GROUP**



BMW & MINI

Genuine Parts for the Trade



MAJOR UNIT INTERVENTION.

BMW & MINI TRADE PARTS PROGRAMME.

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The Major Unit Pricing Intervention is available to all Independent

Repairers

in the Independent Aftermarket across the UK to assist with:

- The prevention of vehicles being written off by offering a reduced cost more affordable to the customer.
- Allow the Independent Repairer to fit a BMW/MINI genuine part at a competitive price to an OE equivalent part from an aftermarket provider.

Get in touch with your local Retailer for more information.



MINI BORDERLINE.
TOTAL LOSSES – MINIMIZED.

Audatex Code: MINIBORD

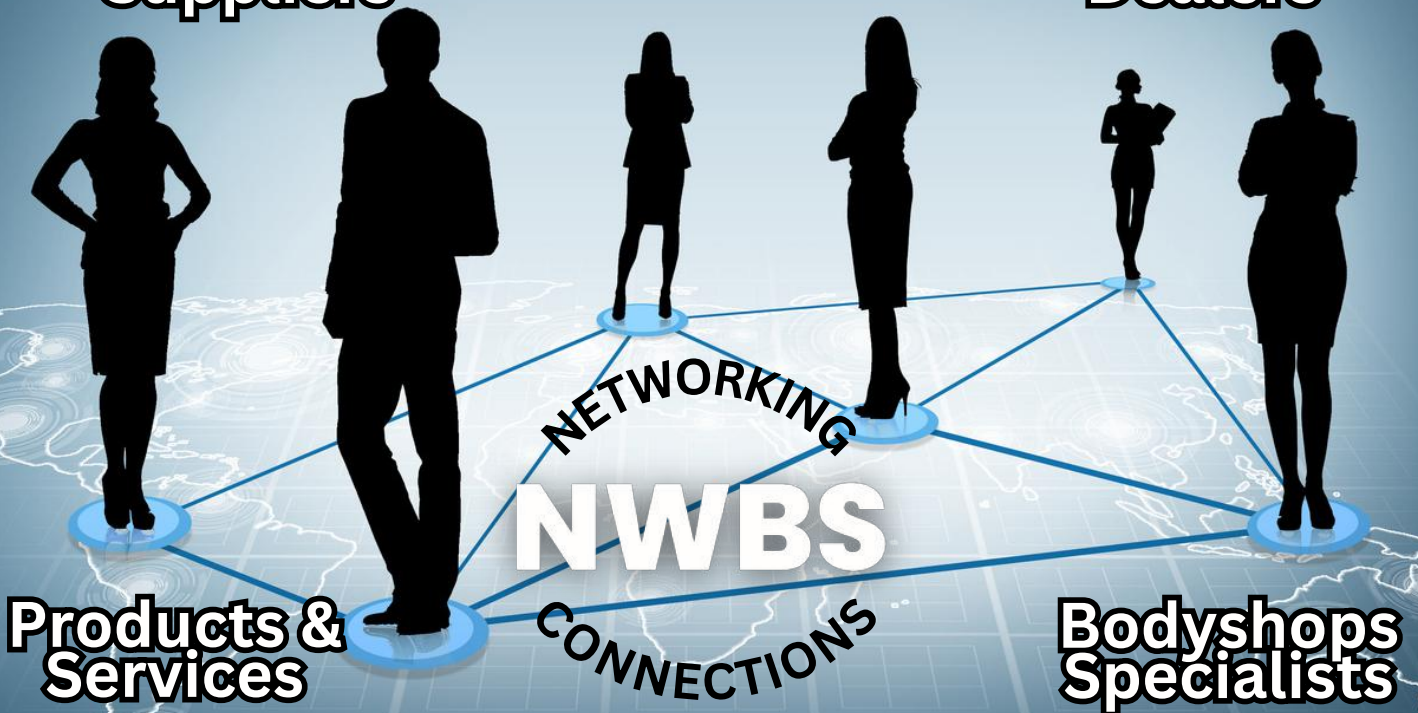
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Before you declare a borderline write-off on a Volvo car, contact us for help bringing repair costs within the allowable maximum.

Simple - Just email us the application form

Fast - You'll have a decision within 4 hours

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or Audatex network code of OAGTLA

VOLVO **BORDERLINE**

Write-off Avoidance Programme

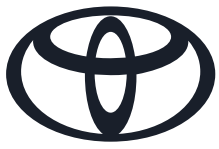


THERE IS
ANOTHER OPTION...



INTRODUCING

TOYOTA TOTAL LOSS AVOIDANCE
(TLA) PROGRAMME



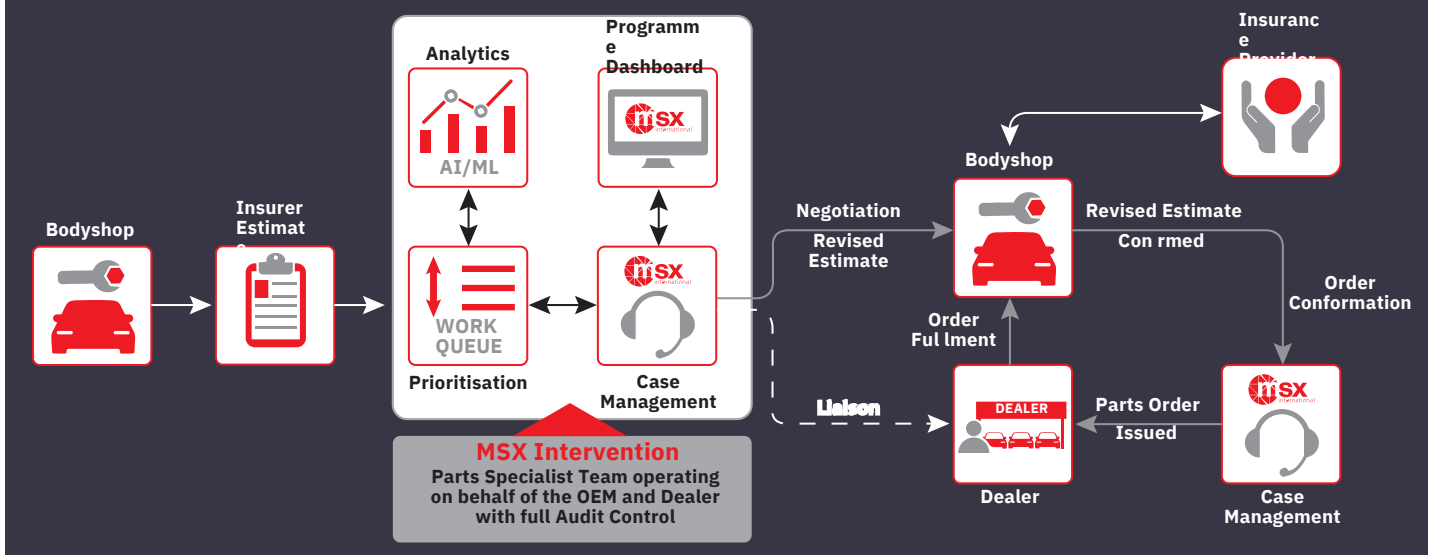
TLA - BODYSHOP BENEFITS



Toyota have developed an innovative new TLA scheme which has been developed to increase the opportunity for Bodyshop's to repair vehicles, when they could have been a Total Loss.

- Bodyshops will benefit from increased repairs based on a system to save vehicles from being written off which will increase parts profit along with labour and paint sales.
- The Bodyshop gets to fit Genuine Toyota parts.
 - The Bodyshop is invoiced at the point of sale at the agreed reduced part prices.
 - M:Pace portal for visibility of intervened repairs.

TLA INTERVENTION PROCESS OUTLINE



TLA - SIGN UP PROCEDURE

We will ask you to sign an Audaconnect Form. This allows us access to the Bodyshops Audatex estimates for Toyota only. Plus an M:Pace Collision-Bodyshop Data Supply Authorisation Form. We will then need a simple spreadsheet completed with each sites contact details etc. Once all of the above is done it is a seamless operation.





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NWBS
WHEN REPLYING TO ADVERTS

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Mirka® PROS + Autonet

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The industry leading Mirka® PROS pneumatic sander is available in a range of orbits and has been developed especially for professional operators. Combined with a Mirka dust extractor, it also features maximum dust extraction even at low suction power, achieved with a wider, more efficient dust suction outlet in the machine housing.



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150mm • 8.0mm Orbit
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Offer price

£154.99 +VAT

List price **£277.88**

OEC's Total Loss Avoidance Solution

Each year, insurance companies condemn thousands of damaged vehicles to be written-off due to the perceived high cost of repairs compared to the vehicle's market value. This situation causes stress for vehicle owners and represents a loss for OEMs, dealers, and bodyshops.

VISION stands out as the sole system in the market that adopts a proactive, digital, and data-driven approach. By dynamically discounting genuine OEM parts, VISION helps rescue these vehicles from total loss. The outcome is a win for dealers, bodyshops, vehicle owners, and insurers alike, as professionally repaired vehicles stay on the road and avoid the wastefulness of sending them to scrap.

This remarkable achievement was made possible through the innovative VISION solution, an OEM parts sourcing system that creates seamless connections between OEMs, dealers, bodyshops, and other stakeholders in the ecosystem. VISION significantly enhances bodyshop processes by validating repair estimates with precise OEM data sources like VIN, EPC, and price lists.

As a leading provider of aftersales solutions, OEC empowers vehicle manufacturers and dealerships to sell more original equipment parts. The solution adopts a data-driven approach that sets it apart in the crash repair industry, offering the most comprehensive market intelligence available.

Leveraging unit-specific OEM data and insights from various segments of the repair industry,



In 2022, OEC was instrumental in preventing the write-off of over 4,000 vehicles.

management dashboards that cater to diverse requirements. At the moment, VISION boasts an impressive vehicle parc coverage, reaching three out of every four vehicles.

Through a secure data feed, VISION collaborates with existing estimating providers and utilises OEM electronic parts catalogues (EPC) to validate the need for original replacement parts, effectively avoiding the use of subpar used or aftermarket alternatives.

Embracing VISION comes with an array of benefits, including improved sales, productivity, and partnerships for bodyshops. With the system, bodyshops can swiftly receive a validated parts basket quote, complete with the correct OE part number, just minutes after inspection. This quote blends the bodyshop's regular trade terms with dynamic discounts on specific parts, supported by the vehicle manufacturer. The seamless integration of these elements streamlines operations and enhances overall efficiency.

[CONTACT US](#)



Damon Milne,
International Product Director,
Trade & Collision said:

"With VISION, bodyshops can realise new benefits in the parts quoting and sourcing process while doing what I believe all bodyshops want to do for their customers: and that is to fit genuine parts but at prices which keep their work providers satisfied. I'd urge anyone who doesn't know the system to get in touch with us, so we can show them what they've been missing. And as the system is free-of-charge to bodyshops, there's really nothing to lose."

totalloss **AVOIDANCE**

powered by VISION

Get notified of every collision estimate for a competitive edge against the aftermarket

Over £10,000,000 RRP Value in OEM parts sales in UK

The VISION Total Loss Avoidance (TLA) Programme offers a solution to bodyshops to prevent vehicles from being declared a write-off. By collaborating with vehicle manufacturers, VISION provides a discount on the entire parts basket to help keep vehicles on the road.

VISION connects crash repairers directly with vehicle manufacturers, and dealers to notify vehicle manufacturers' central sales teams of every collision estimate written. OEC's specially-designed software boosts your vision of the market for more effective, efficient parts sales.



TOTAL LOSS AVOIDANCE

Every year, thousands of vehicles are written off by insurance companies because their repair is deemed too expensive relative to the vehicle's market value.



HIGH CONNECTIVITY

By using data-driven algorithms, VISION proactively seeks vehicles within crash repairers that are deemed borderline total loss.



WIN-WIN-WIN

VISION is the only system on the market to offer instant, accurate decisions for vehicles written off by insurers using our bespoke total loss scheme.

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Call us: 0844 247 3577

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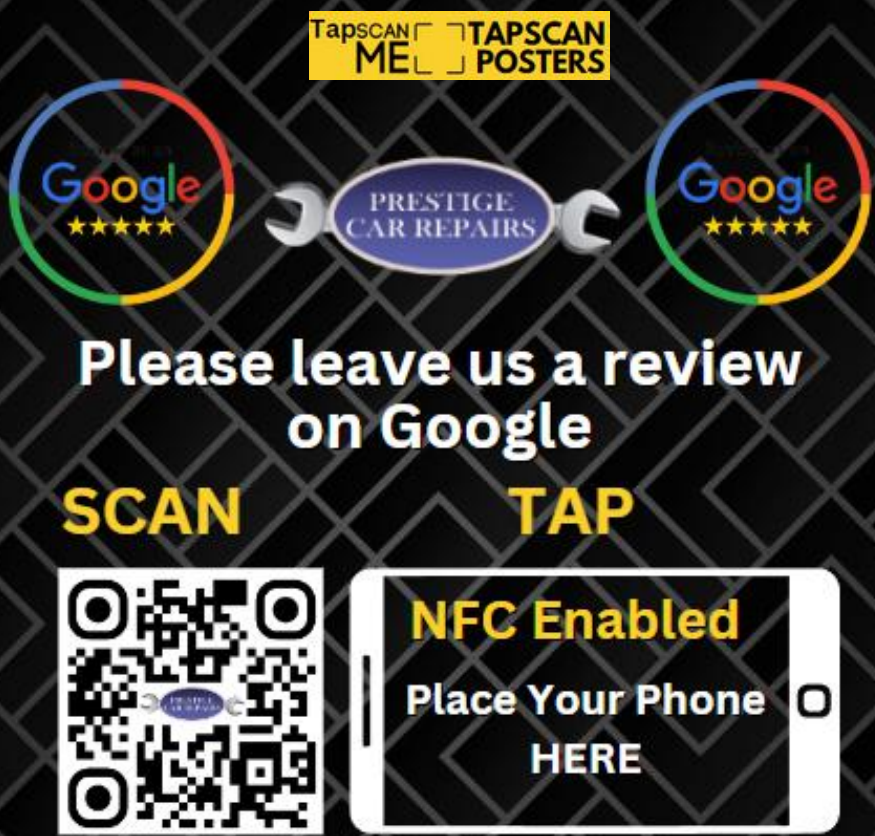
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 A5 Size Printed: £ 20.00 for 2
 A6 Size Printed: £ 30.00 for 4
 Staff tags programmed: £ 10.00 Each



A4	A5	A6 A6
	A5	A6 A6

Staff Tag

(example) **SCAN HERE**

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Thank you for your Business

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EXAMPLE

Google reviews are crucial for businesses for several reasons:

Online Reputation Management: Google reviews directly impact a business's online reputation. Positive reviews can enhance the perception of a business's quality, reliability, and customer service. On the other hand, negative reviews can harm the business's image. Potential customers often rely on these reviews to make purchasing decisions.

Trust and Credibility: Positive reviews serve as testimonials from real customers who have experienced the business's products or services. Such testimonials build trust and credibility among potential customers, as they can see that others have had positive interactions with the business.

Local SEO (Search Engine Optimisation): Google reviews play a significant role in local SEO. Businesses with higher numbers of positive reviews tend to rank higher in local search results. Google's algorithms consider review quantity and quality as factors when determining search result rankings.

User Engagement: Businesses with more reviews tend to attract more user engagement. Customers often read and engage with reviews, ask questions, and even reply to others' comments. This creates a sense of community around the business and can foster ongoing customer interactions.

Feedback and Improvement: Negative reviews, while not ideal, provide valuable feedback to businesses. Constructive criticism can highlight areas needing improvement, enabling the business to rectify issues and enhance the overall customer experience.

Conversion Rate Boost: Positive reviews can lead to higher conversion rates. When potential customers see that others have had positive experiences, they are more likely to convert into actual buyers or clients.

Differentiation from Competitors: Businesses in competitive markets can use positive reviews as a way to stand out from their competitors. A higher quantity and quality of reviews can be a unique selling point that sets a business apart.

Word-of-Mouth Marketing: Online reviews act as a form of digital word-of-mouth marketing. Positive reviews can lead to customers sharing their experiences with friends, family, and social media networks, expanding the business's reach.

Consumer Insights: Reviews can offer insights into customer preferences, pain points, and expectations. Businesses can use this information to tailor their offerings and improve their overall strategy.

Long-Term Impact: Google reviews have a lasting impact. Positive reviews continue to influence potential customers even after they've been posted. This makes them an investment in the business's future success.

In essence, Google reviews contribute to a business's visibility, credibility, customer engagement, and overall success in the digital age. Monitoring and actively managing these reviews is an essential aspect of modern business strategy.



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★ Trustpilot
 ★★★★★
 4.9 out of 5

ALLOY WHEEL REFURBISHMENTS



BEFORE

AFTER



**PLEASE MENTION
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 WHEN REPLYING TO ADVERTS**



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- **Free collection and delivery service (3 day turnaround)**
- **State of the art alloy wheel refurbishment plant**



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The clear leader in imaging alignment technology and superior wheel alignment servicing. Delivering fast measurements times, with accurate, repeatable results, and award-winning software.

Why alignment?

- 70% of cars on the road are misaligned
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- Gain trust from customers

Why choose the Elite TD?

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- ✓ Patented QuickGrip Adaptors – Fit all 4 in 30 seconds
- ✓ Patented QuickCheck software -Sell more alignments
- ✓ Used in OEM facilities worldwide
- ✓ Fastest wheel alignment procedure – Only 70 seconds
- ✓ Go paperless with HunterNet results online cloud



Collision software provides extra value to Bodyshops:

- Custom BluePrint Path
 - Collect diagnostic collision measurements in less than 5 minutes
 - Walks user through the measurements quickly & easily
- New custom printouts
 - Graphical representation of diagnostic measurements
 - Angular & linear versions available
- Measurements including
 - Wheel Alignment
 - Trackwidth
 - Ride height
 - Wheelbase
 - SAI
 - Turning angles

Why partner with Pro-Align?

- ✓ 100% service promise
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Reviving a Classic Car: Raising Funds and Spirits



Reviving a Classic Car: Raising Funds and Spirits

In the realm of automotive nostalgia, Rik Wild, the driving force behind Delete-A-Dent, found himself embarking on a remarkable journey. This journey wasn't just about restoring a vintage car, but also about rejuvenating the spirits of those who encountered it. The story of this revival began with an SOS call for help, leading to the transformation of an iconic Scimitar and the birth of a charitable initiative.

A Call for Restoration and Learning

Rik Wild's journey began with a simple call for assistance. As the proprietor of Delete-A-Dent, he reached out for aid in training his apprentice, Jordan Sunter. This call led to an unexpected chain of events when a conversation with his friend, Pal Mark Dickinson, unfolded. Mark revealed the existence of a dormant Scimitar at his farm, sparking the inception of a charitable endeavor.

From Dormancy to Dynamism: The Charitable Push

The once dormant Scimitar, nestled away on Mark Dickinson's farm, became the focal point of a charitable cause. The idea took root: restore the car to its former glory, breathe new life into its components, and raise funds for a noble purpose. The initial step involved replacing the glass, repairing panels, and ensuring the tires were roadworthy. Only then did the Scimitar grace the digital aisles of eBay for an internet auction.



Reviving a Classic Car: Raising Funds and Spirits

Driving Delight and Enthusiasm

As the revitalized Scimitar hit the roads, it became a source of delight and enthusiasm for both its owner and those who caught sight of it. The nostalgic charm of the car elicited countless thumbs-up gestures and appreciative glances. Rik's vision of showcasing the Scimitar at classic car exhibitions across the nation seemed well within reach.

A Charitable Triumph: Sharing the Spoils

With its new lease on life, the Scimitar found its way to a new owner's care, fetching a substantial sum. The subsequent financial windfall was a triumphant moment, promising to impact lives in profound ways. The proceeds were earmarked for distribution among three deserving charities. Notably, one of these organizations was the Ricky Casey Trust, established in memory of a dear friend who battled a rare form of kidney cancer.

Paving the Path for Research and Education

The Ricky Casey Trust's mission resonated deeply with Rik Wild's dedication to both automotive craftsmanship and altruism. The Trust's objective to advance knowledge, education, and research into rare renal cancers, particularly the Renal Medullary Carcinoma (RMC) subtype, was a fitting recipient of the charitable endeavor's support.

An Auction's Echo: Gratitude and Acknowledgments

As the virtual gavel fell on the Scimitar's auction, Rik Wild and Delete-A-Dent expressed their gratitude. The culmination of their efforts resulted in an astounding £7,501, an amount that would be distributed equitably among the chosen charities. Acknowledgments were extended to the Dickinson Family for their generous donation, Pro Fit Tyres - Northwest for their support, and OTR Service and MOT Centre for their contributions in transforming the Scimitar.

In conclusion, the story of the Scimitar's revival goes beyond the restoration of a classic car. It's a tale of camaraderie, dedication, and the power of shared purpose. Rik Wild's journey, from SOS call to charitable triumph, demonstrates how a passion for craftsmanship and a desire to make a difference can converge to create something truly remarkable.

POPULAR TIPS THIS MONTH

“Useful Tips from Basic
Welding Services”



WELDING STAINLESS STEEL WITH A MIG WELDER

Whether you're a hobbyist or a professional, welding stainless steel may seem intimidating at first. However,

[Read More](#)



WHAT IS AN INVERTER MIG WELDER?

An Inverter MIG welder is an electronic piece of equipment that converts AC Input to a stable DC Output.

[Read More](#)

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My Top Five Recruitment Tips



Kirsty Mellon

**Managing Director at Kirsty Mellon
Recruitment**

Mobile 07983854905

Email info@kirstymellonrecruitment.co.uk

Automotive recruitment covering the UK

I'm an automotive recruiter with over 8 years' experience within the accident repair and dealership world.

Fave drink: Strawberry daquiri (frozen holiday ones are the best)

Fave food: Pizza

Fave hobby: Throwing weights around at the gym

Loves travelling and exploring new places

Hates flying ants and being cold

Random fact about me: I'm the oldest of 10 children, 6 sisters and 3 brothers.

1. Don't prejudge

CV's too long, too short, too many big words, they can't spell, looks overqualified or underqualified, maybe they've moved around a bit more than you would like or perhaps they've got more experience than you expect but they're applying for a lesser role, and it doesn't make sense. I hear all too often reasons why a person won't be suitable before a conversation has even been had. "The job won't be enough", "the job will be too much", "he'll probably leave again in 6 months", "sounds like he loves himself"... and I'm not saying you're wrong, but equally, how do you know until you have a chat with them? CV's are a formality, words on a bit of paper rarely really help you to know a person. Maybe you're not convinced enough for a face to face so just arrange a phone call. That candidate could be hidden gem.

My Top Five Recruitment Tips

2. Stick to your time scales.

If you say you'll get back to someone by a certain time, then do so. Even if a decision hasn't been made or there isn't an update, having a conversation with your candidates and explaining that shows them you haven't forgotten about them, and you do value them. Often, the reason they're looking for work in the first place is because they don't feel valued, that small conversation could ultimately be the deal breaker for them.

3. Get back to everyone, even the unsuccessful ones.

Could be a simple email if you're short on time, maybe even a copied and pasted template if needs be, especially if you've interviewed a ton of candidates but chances are, while you had multiple options, your candidate only had one, you, and that post interview not knowing, can be incredibly stressful and they will tell their friends. The automotive industry is a small one, and people talk. Good and bad. That "I interviewed with them but never heard back", could be what stops anyone they know coming to interview or work with you in future.

4. Keep doors open & keep contact details.

They weren't successful this time, but maybe you will have another opening in future? Maybe the person you chose will have a change of heart? Keep their number, going through your phone next time will save you a lot of time and potential money advertising. Save their number with what they do and when you're looking again (in case you're not so good with names) you only need to search the job title in your phone.

5. Get feedback.

What did they like about the interview process with you? Is there anything they disliked? Could anything be improved? Interviews are as much an opportunity for the candidate to interview you as much as you are interviewing them, getting feedback will allow you to build on your strengths, make improvements if needs be and make sure you are also giving the best possible impression to everyone walking through your door.



**ACCIDENT
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Bodyshop Spotlight



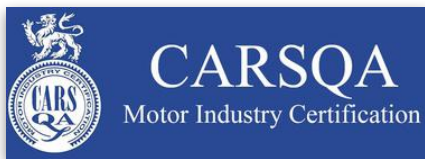
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- Access to ECA cloud based usage analysis

ECA Business Energy may be focused on offering energy savings to bodyshops, but they also actively support charity initiatives.

All team members help raise much needed funds for their charity partners, including:

Melanoma Focus / The South Yorkshire Energy Centre

British Heart Foundation / Cancer Research UK

DEBRA / Auto Raise

- **Dementia Friends / Bluebell Wood Childrens Hospice**

They recently helped raise over £10,000 for Support Dogs at the Abbeydale Golf Club Captain's Charity AM AM event.

ECA Business Energy invites your bodyshop to Fight Night, an event that raises awareness for their charity partner, DEBRA.

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DEFA, a leading innovator in automotive solutions, is proud to announce that their Workshop Chargers have received official OEM approval as the preferred charging solution for workshops and garages. With a reputation for excellence and cutting-edge technology, DEFA's Workshop Chargers offer a range of benefits that make them the top choice for professionals in the automotive industry.

As the automotive landscape continues to evolve with advancements in electric and hybrid vehicles, the need for reliable and efficient charging solutions has become paramount. DEFA Workshop Chargers stand out as a testament to quality, durability, and innovation, making them the ideal choice for workshops and garages that demand nothing less than excellence.

Key Advantages of DEFA Workshop Chargers:

OEM Approval: DEFA Workshop Chargers have undergone rigorous testing and scrutiny by leading automotive manufacturers, earning their official OEM approval. This endorsement highlights the high standards to which DEFA products adhere and the trust they have garnered in the industry.

Versatility: DEFA Workshop Chargers are designed to cater to a wide range of vehicle types, from traditional combustion engine vehicles to electric and hybrid models. This versatility ensures that workshops can service a diverse clientele without the need for multiple charging solutions.



Advanced Technology: Incorporating state-of-the-art technology, DEFA Workshop Chargers offer intelligent charging profiles that are tailored to different vehicle specifications. This minimizes charging time while maximizing battery life, ensuring optimal performance for both the vehicle and the charging equipment.

Robust Build: Built to withstand the demands of a workshop environment, DEFA Workshop Chargers boast a durable and robust construction. They are designed to handle heavy usage, mechanical stress, and varying weather conditions, guaranteeing long-lasting performance.



User-Friendly Interface: DEFA Workshop Chargers feature an intuitive user interface that simplifies the charging process. Workshop technicians can easily access charging information, adjust settings, and monitor progress, enabling them to provide efficient service to customers.

Safety First: Safety is a top priority for DEFA. Workshop Chargers incorporate multiple layers of protection to prevent overcharging, short circuits, and overheating. This not only safeguards the vehicle but also the workshop and its technicians.

Quote from Oliver Percival, Director of CC&N Global LTD:

"At CC&N Global LTD, we are driven by innovation and a commitment to deliver solutions that meet the evolving needs of the automotive industry. The OEM approval of our Workshop Chargers is a testament to the quality, reliability, and performance that our products offer. With DEFA Workshop Chargers, workshops and garages can confidently service a wide range of vehicles while upholding the highest standards of professionalism and efficiency."

DEFA's Workshop Chargers represent a significant leap forward in the charging technology landscape for workshops and garages. With their OEM approval, advanced features, and unwavering dedication to excellence, DEFA continues to be a trailblazer in providing cutting-edge solutions to the automotive industry.

For more information about DEFA Workshop Chargers and their OEM approval, please visit <https://www.ccnglobal.co.uk/chargersandinvertors>



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Further complicated by the Pandemic, where Recovery operators had staff on furlough yet needed to cover 247 shift patterns? Then Brexit and the exit of European staff who returned home, compounded by the driver shortage as we emerged for COVID and the vast increase in salary requirements to retain staff in a role which is unsociable let alone unpredictable at best and dangerous in nature due to attending vehicles at the side of busy roads, "unlit "A" roads", smart or all lane running motorways, to name but a few.

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Article produced by Mike Hawcroft for and on behalf of CMG
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School of Thought talks about what we can all be doing to address the skills crisis in the industry. With registrations for EU nationals ever decreasing compared to previous years due to Brexit, addressing our skills crisis has never been more important than it is now. Furthermore, with people reconsidering their career options because of Covid, by wanting to spend more quality time with their family, knowing that furlough made them “cut their cloth”, people have retired earlier than expected or reduced their hours – plus, we still have an ageing workforce. So, what can we do to bridge the gap? School of Thought says we need to drive our industry forward and are asking you to ‘STEP UP’ to give a young person the step up they need – and not just young people. Our industry needs good people regardless of age, gender, ethnicity, culture, or background, however young people are the lifeblood of our industry and our future talent. You can do this several different ways, but whatever you decide, do something as doing nothing is not an option. You can become an ambassador and showcase our industry, your role and your company in schools and colleges, pledge a place for a trainee or apprentice or become a partner and help to shape the talent of the future. School of Thought not only has programmes in place, but we can also help connect you with local schools, so check out what they have to offer to give back to the industry. **Want to know more?**

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Marshalls	 Mercedes-Benz	01254 506664 mercedestrade@marshall.co.uk
eStar Mercedes Benz Truck and Van	 Mercedes-Benz Van & Commercial	0844 875 0041 parts.orders@estar.ltd
Williams Liverpool	MINI	0151 474 2002 parts@williamsLiverpool.co.uk
Premier Mitsubishi		0161 393 6240 mitsubishiparts@premier-car.co.uk
West Way Nissan		0161 273 1054 trade@westwaynissan.co.uk
Parts North West		0161 848 6800 parts.northwest@mpsa.com
Porsche Chester		0151 357 1222 parts@porschechester.com
		07917 868203
Premier Ssang Yong		0161 393 6240 ssangyongparts@premier-car.co.uk
Premier Suzuki		01706 615156 suzukiparts@premier-car.co.uk
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Parts North West		0161 848 6800 parts.northwest@mpsa.com
		07917 868203
Basic Welding Services	Welding Equipment & Suppliers	Quote Neil or NWBS 0161 223 1843 www.basicwelding.co.uk
Auto Logistic Solutions	Accident Management	0800 009 3296 www.autologic.co.uk claims@autologic.co.uk
B2B Workwear	Workwear	07734245808 www.b2b-supplies.co.uk lee.potter@b2b-supplies.co.uk

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Johnsons Honda Wigan		01942 219 206 tradepartswigan@johnsonscars.com
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Premier Isuzu		0161 393 6240 isuzuparts@premier-car.co.uk
Vertu JLR Bolton		01204 557522 boltontradeparts@farnelljlr.com
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Premier Kia (Rochdale)		01706 718029 kiaparts@premier-car.co.uk
Vertu JLR Bolton		01204 557522 boltontradeparts@farnelljlr.com

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eStar Mercedes Benz Truck and Van		Mercedes-Benz Van & Commercial 0844 875 0041 parts.orders@estar.ltd
Williams Liverpool Williams Manchester		0151 474 2002 parts@williamsliverpool.co.uk 0161 907 5107 parts@williamsmanchester.co.uk
Premier Mitsubishi		0161 393 6240 mitsubishi@premier-car.co.uk
West Way Nissan		0161 273 1054 tradepartsnw@westwaynissan.co.uk
Parts North West		0161 848 6800 parts.northwest@mpsa.com
Porsche Chester		0151 357 1222 parts@porschechester.com
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Premier Suzuki		01706 615156 suzukiparts@premier-car.co.uk
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Parts North West		0161 848 6800 parts.northwest@mpsa.com
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Prestige Wheels	Alloy Wheel Refurbishment	Quote Neil or NWBS 0800 8404040 Book Online www.prestigewheels.co.uk
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Supertune Automotive Ltd	Refinish Products	0161 710 0514 www.supertune.co.uk osales@supertune.co.uk

Basic Welding Services	Welding Equipment & Suppliers	Quote Neil or NWBS 0161 223 1843 www.basicwelding.co.uk
Auto Logistic Solutions	Accident Management	0800 009 3296 www.autologic.co.uk claims@autologic.co.uk
B2B Workwear	Workwear	07734245808 www.b2b-supplies.co.uk lee.potter@b2b-supplies.co.uk

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